

Virgin Media,  
Sales Operation Support,  
Daleside Road,  
Nottingham,  
Nottinghamshire NG2 3GG

93c Venner Road,  
Sydenham,  
London SE26 5HU.  
020 8659 7713  
a\_baron@ntlworld.com

April 27, 2007

Dear Sir,

Earlier this week I received two letters from you: one is a letter advising me that my account: 414080201, which had been due to be upgraded on May 4 will now not be upgraded until May 17. The other letter is my bill which lists an operator connected call of 13 minutes and 4 seconds duration for £2.19. Frankly I am astounded you have the audacity to charge for this call. Let me spell out the background.

Two weeks ago my computer stopped connecting to the Internet. I was unable and am still unable to determine if this is a purely mechanical fault or an electrical one. When I E-mailed you from a local Internet shop I received an E-mail which said you were had received my communication but were very busy and would be in touch. Actually, to say I E-mailed you is a bit of an exaggeration; like NTLWORLD before it Virgin has no proper E-mail address, and all submissions must be made through dubious on-line forms. When I resubmitted this fault complaint I received an identically worded response, which leads me to believe it may be entirely automatic, and that no one has actually read it. Whatever, no action has been taken to this date.

Tiring of this I phoned the BT operator and was given a number to call; I trust this is what the £2.19 charge is for. When however I contacted this number I was put through to someone in India who put me through to an engineer who told me I had been put through inadvertently to Telewest. He gave me another number, which I dialled, and a woman answered who kept me hanging on before cutting me off. I phoned again and was put through to a different person in India, who again kept me on hold before cutting me off.

The day after this happened I received an unsolicited call from Virgin asking me if I would like to upgrade. When I explained the fault to the canvasser he put me through to a saleswoman who gave me two numbers 150 and 151 and suggested I upgrade telling me that the engineers would fix the fault at the same time. I agreed to this. When though your letter advising me of the delay arrived I phoned 151. Unfortunately I do not have a touch tone phone. Your organisation simply assumes that all its users use touch tone phones, and anyone who doesn't can't get past the recorded operator.

As I see things I have a couple of options. One is that I can hire an outside technician to fix this fault and send you the bill. The other is that I can go back to BT. I would request you contact me forthwith to resolve this matter, because quite frankly it is pissing me off.

Yours Sincerely,  
A Baron